

***The Strategic Plan is the Board of Transportation
Policy Document that will guide the functions to
be carried out by the North Carolina Department of
Transportation***

Mission

Provide and support an integrated transportation system and related services that enhance the state's well-being.

Guiding Principles

- Balance
- Choices
- Customer Focus
- Effective Decision Making
- Integrity
- Open Communication
- Partnership
- Performance Excellence
- Safety
- Stewardship

Goal - Provide a safe and well-maintained interconnected transportation system that offers modal choices for the movement of all people and goods

Objectives

- Strive to meet transportation system needs for services, construction and maintenance
- Develop partnerships with other transportation providers
- Support the development of multi-modal transportation systems
- Ensure transportation safety through the enforcement of applicable state and federal laws
- Continuously monitor and update the department's long-range transportation plan

Goal - Provide quality customer service

Objectives

- Understand customer requirements
- Respond to customer needs in a timely manner
- Strive to meet customer expectations in a customer friendly manner
- Regularly assess the quality of customer service

Goal - Demonstrate responsible stewardship of resources

Objective

- Preserve and enhance natural, cultural and human resources while providing a safe and well-maintained interconnected transportation system

Goal - Develop efficient processes to provide quality transportation services

Objectives

- Move projects from conception to completion quickly and efficiently with regular progress completion assessments
- Apply technology to support efficient processes and effective decision-making
- Establish policies and procedures that are consistent with the mission, vision, and guiding principles
- Regularly assess progress toward goals and objectives
- Establish an interactive public communication process
- Continually search for innovative and flexible transportation solutions including Intelligent Transportation Systems (ITS)

Goal - Demonstrate responsible stewardship of fiscal resources

Objective

- Maximize the effective use of existing and potential financial resources

Goal - Support the development of sustainable, vibrant communities

Objectives

- Collaborate with communities in land-use planning that is consistent with community values and state goals
- Promote the integration of transportation and land-use planning

Goal - Maintain a quality workforce

Objectives

- Provide employees a safe working environment
- Recruit, develop and retain competent and qualified employees
- Create a supportive working environment for employees that will keep morale high and motivate them to do their best
- Create and provide a meaningful recognition system
- Be an Equal Opportunity Employer

Goal - Make decisions in a manner that builds trust and mutual respect

Objectives

- Collaborate with stakeholders to build consensus in an open decision-making process
- Share decision-making authority with recognized local, regional, state and federal regional transportation planning agencies

Strategic Plan for Transportation

System Vision (External)

The Transportation System in North Carolina will provide safe, affordable choices for the movement of all people and products. The system will support and sustain economic opportunities throughout the state. It will be a well-maintained, reliable, multi-modal and connected system that is considerate of local land-use plans, natural resources and the environment. This system will be planned and operated in partnership with communities, local, regional, state and federal agencies, and private entities.

Department Vision (Internal)

The North Carolina Department of Transportation will make decisions in an open and collaborative manner that is responsive to the needs of its customers and employees. The department will promote a safe, desirable working environment and will invest in the continuous improvement and development of the organization and its employees. Employees will be customer friendly, technically competent, fiscally responsible, and environmentally sensitive.

*For more information
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